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As the Director of a Center for Independent Living, I work and associate with people who have speech disabilities on a regular basis. I understand that the communication limitations caused by speech disabilities are difficult at best and life-threatening at worst.

- ~Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
- ~Operators should tell callers that everything is confidential.
- ~People with a speech disability need an easy way to reach Speech-To-Speech.
- ~The FCC must stop people in jails from abusing STS.
- ~More people with speech disabilities need to be taught to use STS.
- ~All these statements also apply to people who use STS on the computer.
- ~There should be competition, as that makes STS work better.
- ~The operators need to be paid enough so that they do a good job, and they need good training.

I concur with all of the above. Please be aware that these services are not luxuries. For people with speech disabilities in medical or other emergencies, properly and efficiently facilitated communication can make the difference between life and death. Additionally, appropriate communication services can allow individuals with speech disabilities to obtain and maintain independent living situations. For example, ordering groceries, communicating with landlords, superintendents, etc.